



Suggested Questions for Interviewing Home Health Care Providers and Agencies

- 1. Is the homecare provider licensed?**
- 2. Is the homecare provider accredited by a leading national firm (e.g. ACHC)?**
- 3. Are the caregivers employed by the provider regularly supervised and evaluated by the provider's clinical director or a registered nurse?**
- 4. Does the provider perform criminal background checks on caregivers prior to hiring?**
- 5. Are the caregivers covered by workers' compensation in the event they are injured on the job?**
- 6. Is the provider responsible for deducting state, federal, local, and Social Security taxes from the caregivers' wages?**
- 7. Does the provider send a registered nurse to meet the family and develop a plan of care for the caregivers to follow?**
- 8. Does the provider require the caregivers to carry photo identification?**
- 9. If you are dissatisfied with your caregiver, may you request a replacement?**
- 10. Does the provider keep a "log book" in your home to document services performed (e.g., meals, activities, bathing, etc.)?**
- 12. Is the provider available on call 24 hours a day, 7 days a week, 365 days a year?**
- 13. Does the provider offer ongoing staff development and training?**